

Priorities in the non-domestic energy market



**citizens
advice**

Citizens Advice believes that energy services must be affordable, accessible, safe and fair. Our goal is to ensure that the energy market delivers choice, value and good customer service to all small non-domestic consumers.

We want:

- 1) Micro-businesses to be confident that they know how to search and compare deals to find one that is most appropriate to their needs;
- 2) These consumers to receive good customer service from their supplier and that any queries, complaints or more serious long-term issues are dealt with quickly and efficiently;
- 3) These consumers to be able to access independent advice and seek appropriate redress, where it is needed;
- 4) Suppliers to offer a range of products that meet the needs of different groups of non-domestic consumers;
- 5) These consumers to be able to access the benefits of smart meters including a faster and an error free switching process as well as free access to their own data to ensure they can improve their energy efficiency;
- 6) The market for energy services , including services using smart meter data, to develop in a way that is appropriate for these consumers and helps them become more energy efficient;
- 7) Suppliers offering appropriate support to their customers in financial difficulties, including debt paths that ensure sustainable repayment.

In order to further these aims we will:

- Represent the views of small non-domestic consumers on industry working groups, via bilaterals with suppliers and other organisations including the Competitions and Markets Authority

(CMA), Smart Energy GB, the regulator Ofgem and industry trade bodies.

- Work closely with the Extra Help Unit who provide support to individual businesses by helping them resolve their complaints.
- Use consumer intelligence from across our Service to monitor the performance of non-domestic suppliers. Where appropriate, we will work with industry and Ofgem to ensure suppliers meet their obligations and, where possible, share examples of good and best practice.
- Work with Ofgem to ensure that the new Third Party Intermediary (TPI) Code of Practice covers the entire market and provides comprehensive protections to consumers.
- Having published a report looking at the state of energy advice and redress for domestic and non-domestic consumers, we will work with Government, Regulators, Alternative Dispute Resolution bodies and industry to take forward the recommendations in the report.
- Publish a new company performance league table comparing the performance of non-domestic suppliers. This will ensure consumers can make informed switching decisions and suppliers are subject to reputational regulation. We are currently consulting on the process and expect to commence publication of the new league table in 2016. We will also continue to push for all suppliers to signpost to sources of independent advice and redress schemes and will be drafting co-branded factsheets with Ofgem.
- Publish a report highlighting consumers' views on tariff information and other tools that may encourage engagement.